# How to change your account and SmartCard settings

This information sheet shows the SmartCard eIM app. The Traditional Credit Union (TCU) SmartCard eIM app and online account work the same but look a bit different.

Use this information sheet to learn how to change your enhanced Income Management account and SmartCard settings online.

1. Open the SmartCard eIM app and log in to your account.
2. Click the Settings link.

In the settings menu, you can:

Turn tap to pay ON or OFF.

Block a lost or stolen card.

Replace a damaged card.

Change your SmartCard PIN.

Change how much you can spend on your card each day.

Change how much you can BPAY or transfer each day.

Set up alerts about your account balance and payments.

## For more help or information

If you have a SmartCard:

* go to **servicesaustralia.gov.au/smartcard**
* call the **SmartCard eIM hotline** on **1800 252 604** – interpreters available.
* visit a Services Australia service centre.

If you have a Traditional Credit Union (TCU) SmartCard:

* go to **tcu.com.au/smartcard**
* call TCU on **1800 828 232**.
* visit a TCU branch.

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